

Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 3.1
User Manual



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Revision History

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Unit 1. Introduction to Inbound ePrescribing

This unit provides the purpose and organization of the Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) solution and a list of acronyms and abbreviations.

Organization of the Inbound ePrescribing User Guide

The PRE IEP user guide is comprised of the following sections:

- [Unit 1 – Introduction to Inbound ePrescribing](#): Discusses general PRE Inbound ePrescribing information.
- [Unit 2 - Inbound ePrescribing Web-Based Application](#): Outlines the IEP web-based application and capabilities, including Pharmacy Management, Track/Audit, Reports, and User Management functions.
- [Unit 3 – Inbound eRx VistA Outpatient Pharmacy](#): Discusses the VistA OP eRx Holding Queue and capabilities, including eRx validation, search, sort, hold, acceptance, remove, and rejection.
- [Unit 4 - Refill Requests and Responses](#): Discusses the Refill Requests and Responses. The Refill Requests function is used by pharmacists to generate and send an outbound Refill Request. After a Refill Request has been sent to the external provider, the provider will be able to send a Refill Response back to the requesting Pharmacy.
- [Unit 5 - Cancel Rx Requests and Responses](#): Discusses the Cancel Rx Request and Response. The Cancel Rx Request is sent by the external/non-VA Provider for an original New Rx, so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New Rx, the VA Pharmacy sends back a Cancel Rx Response.

Inbound ePrescribing Overview

The PRE IEP functionality addresses a longstanding need for the Department of Veterans Affairs (VA) to be able to receive and process prescriptions from external providers. This enhancement moves the VA towards increased efficiency and improved customer satisfaction.

Purpose

The purpose of PRE IEP is to enable the VA to receive and subsequently process electronic prescriptions (eRx's) from outside of VA. This user guide serves as a guide and useful reference for VA Pharmacy Users, Systems Administrators, Managers, and other VA staff to assist in accessing, navigating, and performing tasks associated with the PRE IEP web-based application and the Veterans Health Information Systems and Technology Architecture (VistA) Outpatient Pharmacy (OP) eRx Holding Queue.

Overview

To improve on its ability to deliver Veterans their medications as quickly and efficiently as possible, the Veterans Health Administration (VHA), Patient Care Services (PCS), and Pharmacy Benefits Management (PBM) requested a new capability as part of the PRE program to receive inbound eRx's from an external provider (e.g., a doctor not associated with the VA, medical staff at a Department of Defense (DoD) military treatment facility, etc.).

Overall, PRE IEP provides:

- Improved efficiency. More efficient use of VA pharmacy resources and non-VA provider resources based on:
 - Fewer transcribing/translation errors
 - Clear/error-free communications
 - Time saved not having to communicate back and forth regarding the content of a prescription
- Improved Veteran/beneficiary satisfaction. Makes the existing manual processing easier, more efficient, and more effective through the automation of the prescription process by:
 - Reducing the risk of loss of paper R_xs
 - Enabling more secure communication of R_x data
 - Providing timelier dispensing of R_xs prescribed by non-VA providers
- Improved patient safety: Reduces transcription errors
- Improved data accuracy: Provides enhanced functionality within VistA OP that improves the accuracy and use of the data it collects

By automating data transmission from providers to the VA, and between other pharmacies, the need for VA pharmacy personnel to manually input R_x data from non-VA providers is largely eliminated, reducing the chance for data to be entered incorrectly or missed.

Specific elements of what is included in PRE IEP include:

- Receiving and processing inbound eR_xs, where “inbound” refers to the ordering of medication or medical related supplies for a VA patient by a non-VA provider; to be filled at a VA pharmacy.
- Pharmacy Service is not responsible for filling prescriptions for non-expendable medical equipment.
- Pharmacy Service may dispense refills for expendable supplies upon receipt of requests from patients with continuing eligibility for a period not to exceed one year from the date of the last signed order.
- Expendable stock items may include: catheters, colostomy sets, ileostomy sets and/or supplies, plastic and rubber gloves, skin preparations and powders, urinal bags and drainage supplies, incontinence supplies, etc.
- Electronically receiving and processing outpatient prescriptions only, including prescriptions created for a VA patient upon discharge from a non-VA hospital to be filled on an outpatient basis by a VA pharmacy.
- Receiving and processing inbound eR_xs from non-VA providers that currently prescribe medications and medical-related supplies for Civilian Health and Medical Program of the VA (CHAMPVA) beneficiaries, and which are currently handled by the Meds by Mail (MbM) program.
- Sending outbound electronic notifications from a VA pharmacy that received an inbound eR_x, to the non-VA provider that originally sent the eR_x.

The following areas are not included in PRE IEP:

- VA providers generating eR_xs at one VA Medical Center (VAMC) location to be electronically transmitted to and processed by (filled, dispensed, etc.) a different VAMC location's pharmacy.
- Initiating outbound eR_xs (generation of an eR_x by a VA provider to be filled at a non-VA pharmacy).
- Electronic receipt and processing of any VA or non-VA inpatient medication orders.
- Electronic receipt and processing of any VA or non-VA orders for Durable Medical Equipment (DME), such as wheelchairs.
- Electronic receipt and processing of R_x refill requests from a VA patient's non-VA Electronic Health Record (EHR) system.
- Electronic transfers of prescriptions from any non-VA pharmacy to a VA pharmacy.
- Electronic transfers of prescriptions from a VA pharmacy to a non-VA pharmacy.
- The ability for the VA to request an Electronic Prior Authorization (ePA) form and authorization from a provider.

The following are out of an eR_x user's control, which requires validation by Pharmacists.

- Patient: eR_xs can be sent for any patient, including Veterans or non-Veterans.
- Provider: eR_xs can be sent by any provider, whether VA authorized or not.
- Drugs: VA has no control over the drug, nor the name of drug sent to VA.
- SIG: VA has no control over directions that are sent to VA.
- All information coming to the VA is controlled by the EHR system which is what the provider is using to send information to the VA. VA has no control over the process.

User Interfaces

There are two user interfaces associated with IEP, including the following:

- IEP Web-Based Application
- Inbound eR_x VistA Outpatient Pharmacy

Inbound ePrescribing Web-Based Application

The IEP web-based application is used by Pharmacy Users, Administrators, Pharmacy Managers, and PBM Admin personnel. It has tab displays for the following:

- Home
- Pharmacy Management
- Track/Audit
- Reports
- User Management
- Help

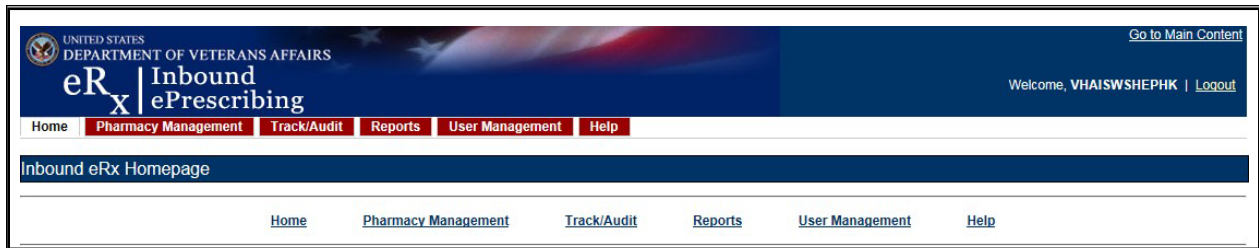


Figure 1-1: Inbound ePrescribing Web-based Application

The IEP web-based application is discussed in more detail in [Unit 2 - Inbound ePrescribing Web-Based Application](#).

Inbound eRx VistA Outpatient Pharmacy

The Inbound eRx VistA Outpatient Pharmacy display screens include VistA screens that are used by VA Pharmacists and Technicians to validate and process eRxS.

The eRx Holding Queue is discussed in more detail in [Unit 3 - Inbound eRx VistA Outpatient Pharmacy](#).

Inbound ePrescribing Workflow

The IEP workflow is illustrated in the figure and described below.

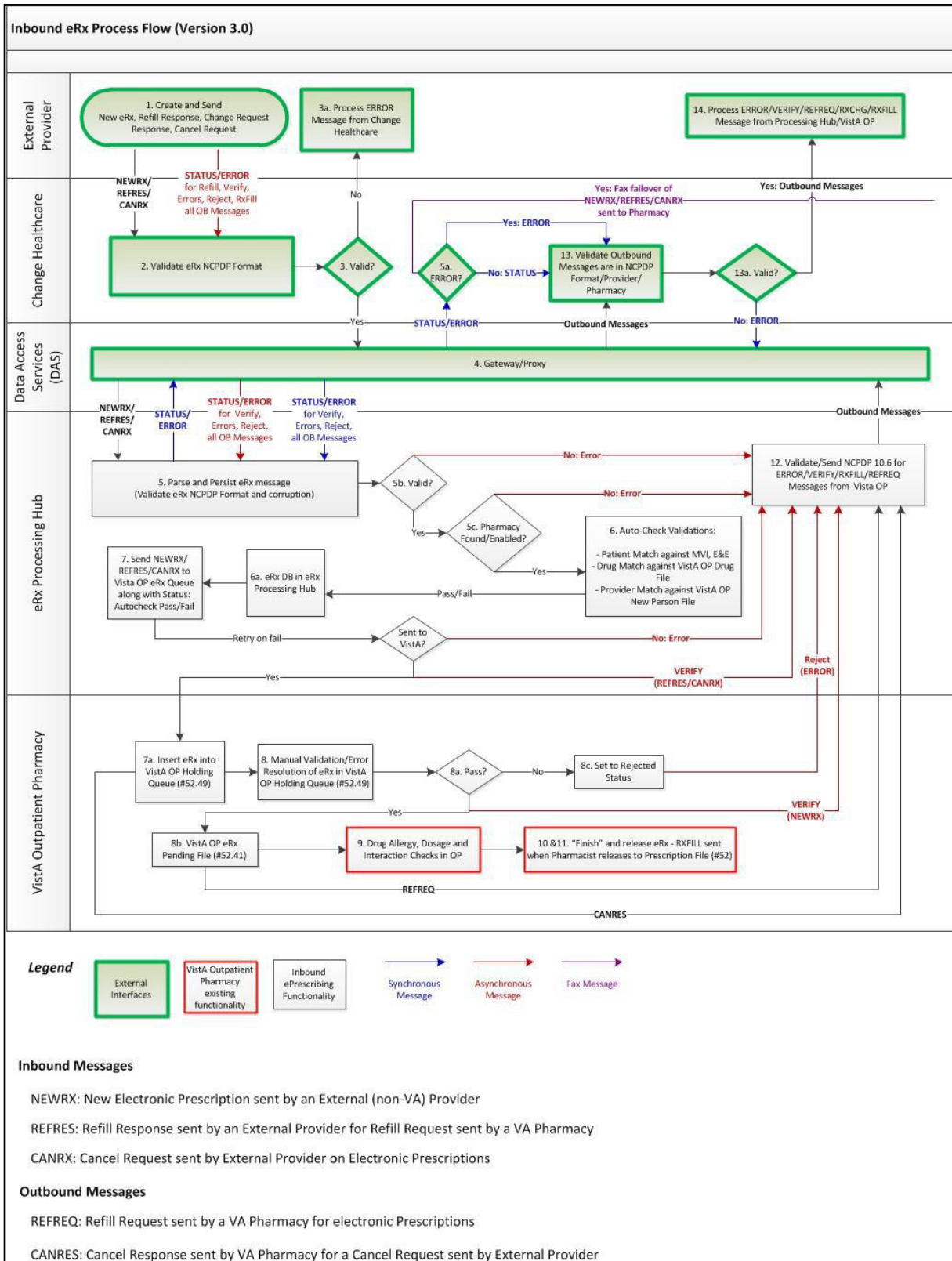


Figure 1-2: Inbound ePrescribing Process Flow

1. eRx's are sent from an external provider to SureScripts and/or Change Healthcare (CH). CH provides commercial ePrescribing solutions and, for the purposes of the IEP implementation, serves as a gateway to all participating ePrescribing providers nationwide.
2. CH verifies and transmits eRx transactions to/from SureScripts and/or an external provider's EHR system and the IEP system.
3. The eRx's are routed from CH to the IEP Processing Hub via the Data Access Service (DAS) external gateway. DAS and CH communicate using https requests over a secured network.
4. In the IEP Processing Hub, auto-checks occur on the eRx's for Patient, Provider, and Drug/SIG. The Master Veteran Index (MVI) is used for patient checking, depending on the data set that is sent by the Prescriber for that patient. For patient Enrollment and Eligibility (E&E) checks, the Enrollment System (ES) is utilized. The ES assists Veterans to enroll for VA healthcare benefits and is the core application that feeds other VA systems with E&E data. The E&E check is optional and can be turned on or off for each site. Patient Registration is also confirmed against the instance of the receiving pharmacy.
5. The Drug Name is matched against the local Drug File first, the VA Product Name next and then the National Drug Code (NDC), depending on which it matches first on. As a note, auto-checks can be incorrect therefore the data must also be validated against the original eRx data sent (Please refer to the Validate Drug/SIG section).
6. The IEP web-based GUI allows users to view and generate reports on the auto-check results in the Processing Hub, as well as manage VA pharmacy information, and search for and print an eRx.
7. Once the eRx has completed all auto-checks in the IEP Processing Hub, the original prescription, as well as the outcomes of all the auto-checks (patient, provider, and drug), are transmitted to VistA OP. VistA Link is used for the provider and drug checks against the VistA OP system.
8. The VistA OP's IEP Holding Queue allows for the initial validation and acceptance of an eRx before being transmitted to Pending Outpatient Orders file for additional order checks and then final dispensing.
9. A Refill Renewal Request transaction is originated by the pharmacy. This transaction is for requesting approval for additional refills of a prescription once the original number of refills has been dispensed. A Refill Renewal Response is sent by the prescriber to the pharmacy in response to a request to refill a prescription. The response indicates whether the Refill Renewal Request has been accepted or denied.
10. A Cancel Rx Request message is used to notify the pharmacy that a previously sent prescription should be cancelled and not filled. The message is originated by the prescriber system as a Cancel Rx Request message. The Cancel Rx Response message is sent from the pharmacy to the prescriber system in response to a Cancel Rx Request message.
11. Patient Centric View is a dashboard view, in addition to the Traditional View of the eRx Holding Queue, to provide the user the ability to view the eRx records that are in actionable statuses and that are grouped by Patients. The user can further select and view only the patients who have new prescriptions in one of the actionable statuses. The user

can also jump to the Outpatient side and navigate back to the Holding Queue when there is a Pending Order for the selected patient. Each site can configure the number of lookback days to view the patient/prescription records that are still actionable statuses in the Holding Queue.

Inbound ePrescribing Architecture

The IEP architecture is illustrated in the below figure, which depicts the different programs/applications that IEP interfaces with.

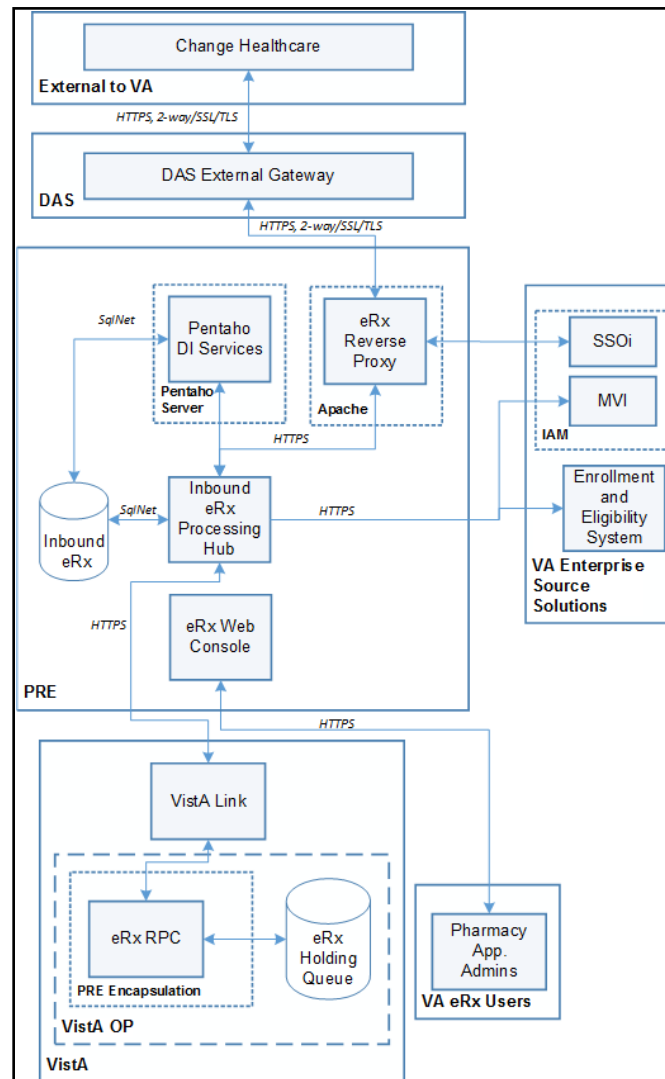


Figure 1-3: Inbound ePrescribing Architecture

Roles and Capabilities

IEP roles and tasks are described in this section as primary and secondary users. Primary users include VA Pharmacy Users. Secondary users include System Administrators, VA Pharmacy Managers, VA PBM personnel, Non-VA Providers, and External Pharmacy personnel. The

following sections provide an overview of primary and secondary user roles and their capabilities within IEP.

VA users have the capability of performing eRx-related tasks in the IEP web-based application and in the VistA OP eRx Holding Queue module. Specific tasks for each component are described in more detail in [Unit 2. Inbound ePrescribing Web-Based Application](#) and [Unit 3 Inbound eRx VistA Outpatient Pharmacy](#).

The primary users of IEP are VA Pharmacy Users. Secondary user roles of this functionality include:

- Administrator – VA Local and National System Administrators.
- Pharmacy Manager – VA Pharmacy Management to include VA management, hospital director, under sec, etc., or anyone outside pharmacy that will need to know how many and what is the cost of the project.
- PBM Admin – All VA PBM personnel, including management.
- Non-VA Providers – Submit inbound requests to VA and review statuses sent from VA.

Details of the roles and capabilities for each user in the IEP web-based application and the VistA eRx Holding Queue are outlined in the tables below. Users with the ability to add/update a pharmacy may only add/update pharmacies for the site(s) in which the user is assigned to. Any user that is not assigned to MbM sites cannot view the Track/Audit records of MbM sites.

Table 1: Inbound ePrescribing Web-Based Application User Roles & Capabilities

User Role	Functionality
Administrator	Full Control, access to all tabs
Pharmacy Management	Home Pharmacy Management Track/Audit Reports Help
PBM Administrator	Home Pharmacy Management Track/Audit Reports Help
Pharmacy Users	Home Track/Audit Reports Help
Default VA User (Read Only)	Home Reports Help

Table 2: Inbound eRx VistA Holding Queue User Roles & Capabilities

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – Refill Response	X	X	X	
eRx Change Request	X	X	X	
Refill Request (OP)	X	X	X	
Ack – Rx Cancel	X	X		
Ack – Inbound Refill Error	X	X	X	

NOTE: When a user is assigned more than one VistA security key, the key with least access overrides the other keys assigned. For example, when a user is granted both PSDRPH and PSO ERX VIEW keys, access will drop to the level of the least access offered by PSO ERX VIEW key and the broader access of PSDRPH will be ignored.

Help Desk

For issues with the IEP web-based application that cannot be resolved by this manual or the site administrator, please contact the Enterprise Service Desk (ESD) at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

Help Desk Ticket Instructions

To submit a Help Desk ticket:

1. Select the “Your IT” icon on your desktop.



Figure 1-4: YourIT Desktop Icon

The homepage displays.

2. Select **Incident**.

NOTE: Do not select “Incidents” under the Self-Service section. Scroll to the Incident section. If the Incident section is collapsed, select **Incident** to expand the section.

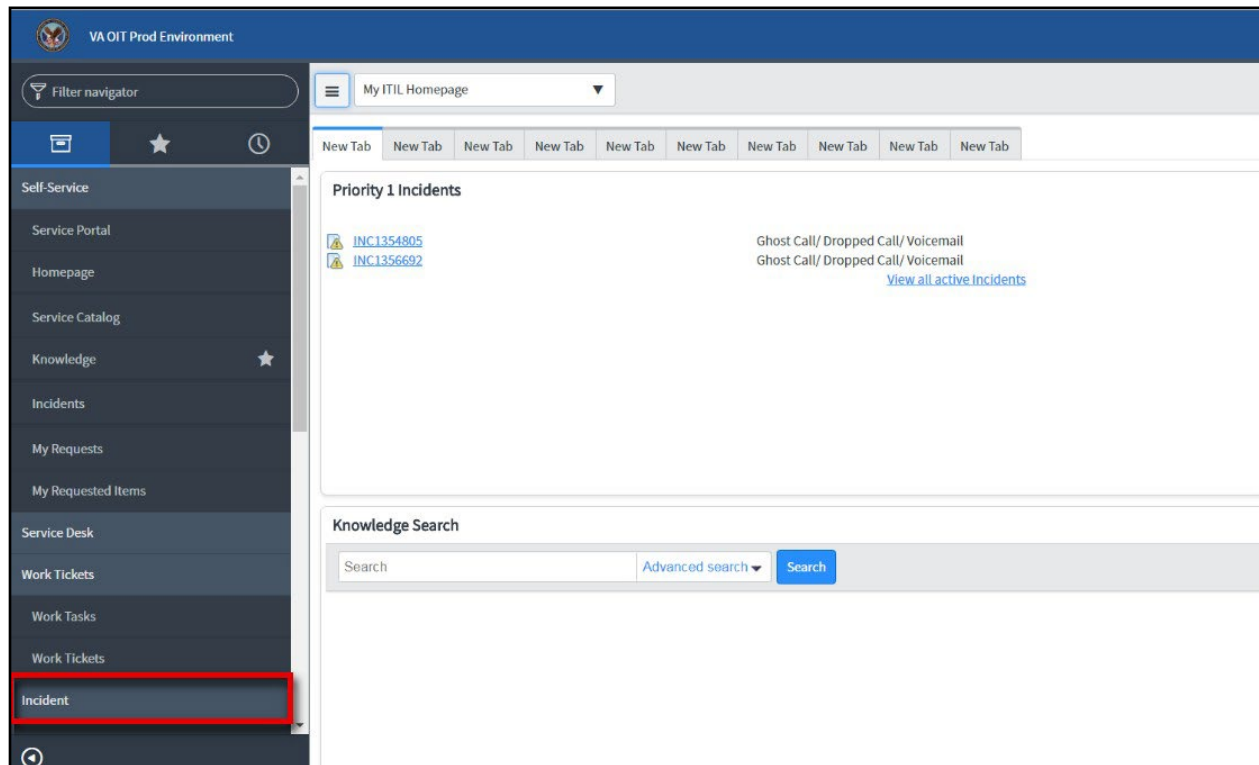


Figure 1-5: Incident Section

3. Select **Create New**.

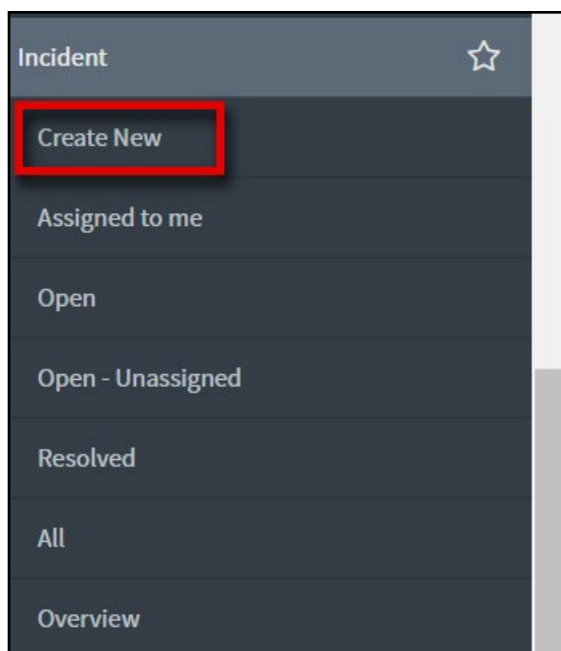


Figure 1-6: Create New

4. Populate the required fields.

NOTE: In the “Category” field, select “Enterprise Application” from the dropdown.

NOTE: In the “Enterprise Application” field, enter “VistA – Pharmacy: Outpatient Pharmacy.”

Figure 1-7: Category and Enterprise Application Required Fields

5. Select **Submit**.



Figure 1-8: New Incident

Fax Failover

When Change Healthcare attempts to send an eRx to a pharmacy, but VA Inbound eRx Processing Hub does not send an NCPDP STATUS message back before the request times out, a “FAX failover” occurs. Change Healthcare delivers the eRx message via FAX using the FAX number on record of the destination pharmacy. A failover to FAX is a rare occurrence. VA Pharmacies need to process eRx records received via FAX as non-electronic Rxs. There will be no record of these FAX messages in either the Inbound eRx Processing Hub or the VistA OP Holding Queue.

Unit 2. Inbound ePrescribing Web-Based Application

Inbound ePrescribing Web-Based Application Overview

This section provides an overview of the Inbound ePrescribing web-based application.

Purpose

The Inbound ePrescribing (IEP) web-based application provides eRx management, administration, and monitoring capabilities.

Access Requests

The user should contact the supervisor or the administrator assigned at their local site for managing the application for questions on access to the IEP web-based application and/or modifications to user roles/permissions.

Accessing the Application

To access the production Inbound eRx application go to this URL in your browser:

<https://vaausappiep221.aac.va.gov/inbound/>

A Personal Identification Verification (PIV) card is required to access the application, using the following steps:

1. On the VA Single Sign-on screen, select the **Sign In with VA PIV Card** icon.



Figure 2-1: VA Single Sign-on

2. In the “Select a Certificate” dialog, select the desired certificate and then select **OK**.

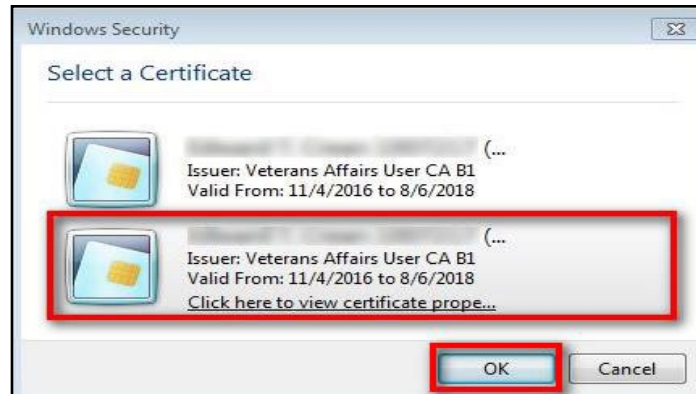


Figure 2-2: Select a Certificate

3. In the “ActivClient Login” dialog, enter the Personal Identification Number (PIN) in the “PIN” text box and select **OK**.

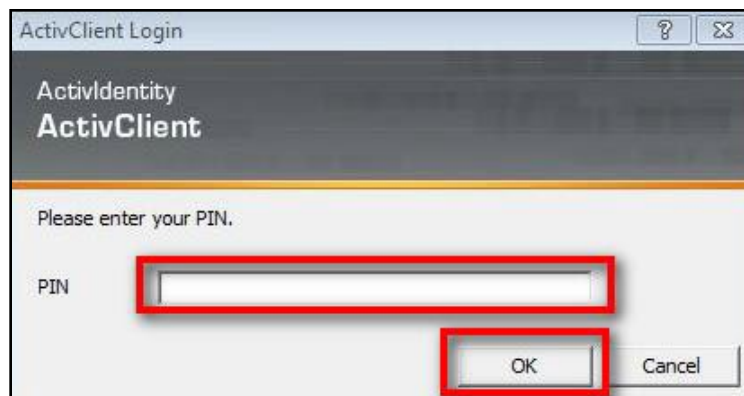


Figure 2-3: Active Client Login

4. A warning message displays. Select **Accept**.

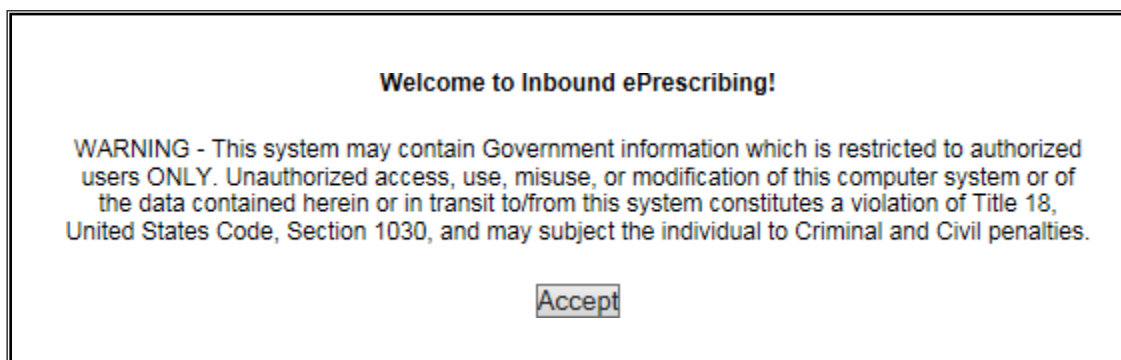


Figure 2-4: Warning Message

When authentication and authorization is successful, the application home screen displays.



Figure 2-5: Home Screen

Screen Navigation and Description

The following figure outlines the key areas of the screen layout. Brief descriptions of the screen layout are provided below:

1. On the top-right of the screen is a Go to Main Content link for Section 508 purposes to allow a user to be directed to the main content on the screen.
2. The logged-in user's VA User ID and logout link displays on the right side of the banner.
3. Below the banner, the main tabs display for accessing the screens within the application.
4. The name of the screen displays below the main tabs.
5. The bottom of the screen also contains links to the main tabs.

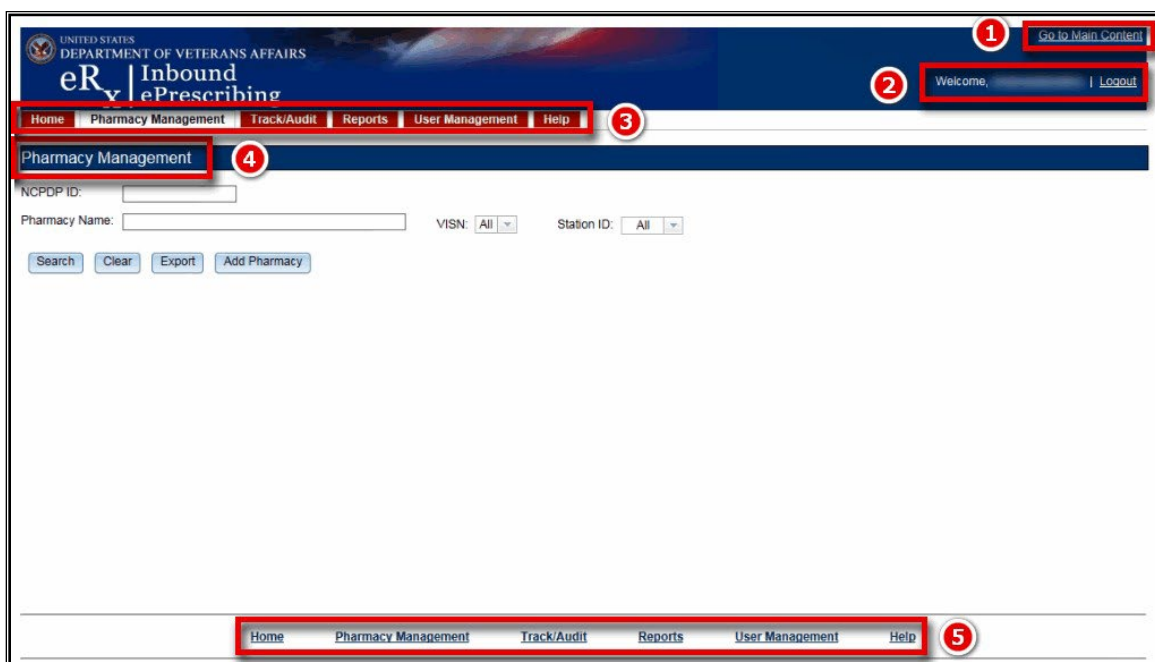


Figure 2-6: Web-Based Application Screen Layout

Only the menu bar tabs that the user has access to display. Access to the tab displays or screens is granted or restricted by roles assigned to the user by the administrator. For additional information, please refer to the Roles and Capabilities section in this guide.

The tabs include:

- **Home**/Inbound eRx Homepage – All Users
- **Pharmacy Management** – Administrators, Pharmacy Managers, and PBM Admin
- **Track/Audit** – Administrators, Pharmacy Managers, PBM Admin, and VA Pharmacy Users
- **Reports** – All Users
- **User Management** – Administrators
- **Help** – All Users

Inbound eRx Homepage

The Inbound eRx Homepage is displayed when successful login authentication and verification is completed. The Inbound eRx Homepage is always accessible by selecting the **Home** tab in the menu bar. The Home screen is accessible to all user roles. However, only the tabs authorized for the user's role are displayed.

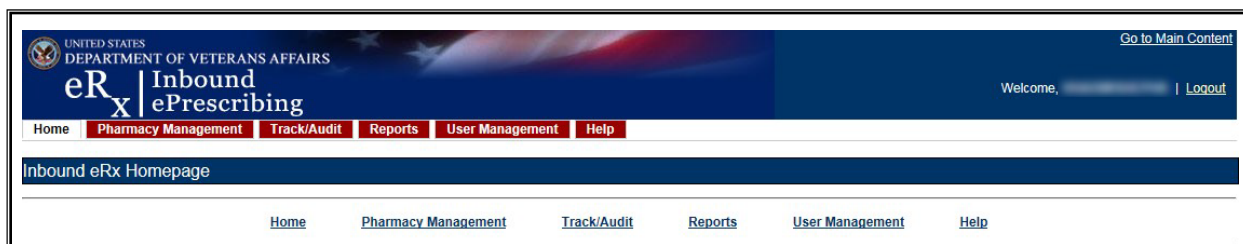


Figure 2-7: Home Screen

Pharmacy Management

To access the Pharmacy Management screen, select the **Pharmacy Management** tab in the menu bar. The Pharmacy Management screen displays the Pharmacy Management table that provides information about pharmacies and allows Administrators and Pharmacy Managers to search for, add, and edit pharmacies. Users can also enable/disable the receiving of prescriptions targeted for a particular pharmacy.

NOTE: The search filters default to “All” in the VISN field. The user must select the **Search** button for information to populate.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Home **Pharmacy Management** Track/Audit Reports User Management Help

Pharmacy Management

NCPDP ID:

Pharmacy Name: VISN: Station ID:

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
10	552GD	3676977	SPRINGFIELD VA CBOC PHARMACY	111	25 BOND STREET	MADISON
2	455	4512890	ADCC	AAA	CCC	ALA
10	541GG	3674315	AKRON VA CBOC PHARMACY	AKRON VA CBOC PHARMACY	55 WEST WATERLOO RD	MADISON
2	528A8	3338349	ALBANY VAMC PHARMACY	ALBANY VAMC PHARMACY	113 HOLLAND AVE.	LEBANON
18	501	3208899	ALBUQUERQUE VAMC PHARMACY	ALBUQUERQUE VAMC PHARMACY	1501 SAN PEDRO S.E.	LAS VEGAS

Figure 2-8: Pharmacy Management Screen

Track/Audit

To access the Track/Audit eRx screen, select the **Track/Audit** tab in the menu bar. The Track/Audit eRx screen that displays allows users view eRxS and their related messages.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Home Pharmacy Management **Track/Audit** Reports User Management Help

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

Figure 2-9: Track/Audit Screen

Reports

To access the Reports screen, select the **Reports** tab in the menu bar. The Reports screen provides all users with the ability to run and view a Summary Report.

The system uses the comma-separated value (.CSV) format. Users can view reports using a third-party tool, such as Microsoft Excel.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Go to Main Content | Welcome, [User] | Logout

Home Pharmacy Management Track/Audit **Reports** User Management Help

Reports

Select Report: eRx Summary Report

VISN: All Station ID: All From Date: 7/9/2018 To Date: 7/10/2018 Run Report Clear Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	#New Rx	#Refill Request	#Refill Response	#Rx Change Request	#
4	529	3964295	BUTLER VAMC PHARMACY	3	0	0	0	0
1	500	1111114	PREMV - 3.0 DEV	0	1	0	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	3	0	0	0	0
Totals >>>				6	1	0	0	0

Number of Records: 3
Report as of: Tue Jul 10 2018 13:27

Figure 2-10: Reports Screen

User Management

To access the User Management screen, select the **User Management** tab in the menu bar. The User Management screen provides Administrators with the ability to add users, enable/disable users, and modify user roles. This screen only displays for users with Administrator access.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Go to Main Content | Welcome, [User] | Logout

Home Pharmacy Management Track/Audit Reports **User Management** Help

Users

Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-11: User Management Screen

Help Page

To access the Help page, select the **Help** tab in the menu bar. The Help page provides help topics and production support information.



Figure 2-12: Help Tab

When the **Help** tab is selected, the Help Page displays in a new window.



Figure 2-13: Help Page

Inbound ePrescribing Web-based Application Capabilities

The following sections provide descriptions of the IEP web-based application's capabilities within each tab.

Pharmacy Management

The Pharmacy Management screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- [Searching for a Pharmacy](#)
- [Adding a Pharmacy](#)
- [Updating a Pharmacy](#)

Searching for a Pharmacy

Users can search for a pharmacy from the Pharmacy Management screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Enter the NCPDP ID (if known).
2. Enter the Pharmacy Name.
3. Select the desired VISN number from the "VISN" drop down.
4. Select the desired Station ID from the "Station ID" drop down. If viewing All VISNs, the user is unable to select a Station ID. To select a specific Station ID, the VISN must be selected.
5. Select **Search**.

The Pharmacy Management table displays results for the selected search criteria.

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
33	741DUB	2223333	TEST Pharmacy 11	Breathworth Brenton	4444	NY
9	1510	5132134	Test 654437	PharmacyOne	1234 fairfax road	fairfax
7	525	1234563	Test Pharmacy 20180123	TP0123	123 Main St.	New City

Figure 2-14: Search for a Pharmacy

Adding a Pharmacy

To add a new pharmacy, please contact the ESD at 1-855-673-4357 and reference "VistA - Pharmacy: Outpatient Pharmacy."

NOTE: The pharmacy must be pre-registered as a pharmacy in ePharmacy. ePharmacy is supported by CH therefore ePharmacy registration adds the pharmacy to the same CH Pharmacy Directory (*NCPDP ID required) utilized by Inbound eRx. For IEP, CH must also enable eRx support for the pharmacy through the IEP web-based application.

Updating a Pharmacy

To update information for a VA pharmacy, please contact the ESD at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

Disable eRx

To completely halt a specific Pharmacy from receiving ePrescriptions, please contact the ESD at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

NOTE: If a pharmacy is to be disabled for a long duration, a request must be made to CH. Note that the ESD will route the ticket to an IEP administrator to assist with this step. CH can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

Temporarily Disable eRx

In case where a site needs to halt receiving ePrescriptions temporarily, use Disable eRx/Enable eRx fields.

Disabling a pharmacy allows users the ability to temporarily disable the pharmacy from receiving eRx's in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving New eRx's, but outbound messages still go back to the external provider via CH. The pharmacy is disabled on the Processing Hub, but no changes are made in CH.

NOTE: The enable/disable in the Processing Hub is for a temporary disable, which will also allow outgoing messages (rejection messages for any new eRx's still in process) to continue flowing from VistA. Additionally, incoming messages will still flow from CH to the Processing Hub for the pharmacy, however an error message will be returned to the provider saying that Inbound eRx messaging is currently not available. In these cases, CH will then send a fax of the eRx to the pharmacy.

To temporarily disable a pharmacy:

1. Search for the desired pharmacy.
2. From the Pharmacy Management table, select the hyperlink for the desired pharmacy to edit in the “NCPDP ID” column.

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
19	436GH	2784555	BILLINGS VA CBOC PHARMACY	BILLINGS VA CBOC PHARMACY	1775 SPRING CREEK LANE	LEAVENWORTH
19	436	2784339	COLUMBIA FALLS VA CBOC PHARMACY	COLUMBIA FALLS VA CBOC PHARMACY	400 VETERANS DRIVE	LEAVENWORTH
16	436	2708553	MONTANA VAMC PHARMACY	MONTANA VAMC PHARMACY	3687 VETERANS DRIVE	LEAVENWORTH

Figure 2-15: NCPDP ID Column Hyperlinks

The Edit Pharmacy screen displays. At the top of the screen is a Warning Message with text notifying the user that any change made here will not update the pharmacy in Change Healthcare's published pharmacy directory. Selecting the **Return to Pharmacy Management** button returns the user to the Pharmacy Management screen.

3. Select **No** from the "Inbound eRx Enabled" drop down.

Edit Pharmacy

Warning Message:
Any change made on this screen will not update Change Healthcare's published pharmacy directory.

[Return To Pharmacy Management!!](#)

Pharmacy Name (Published): (Required) BILLINGS VA CBOC PHARMACY

Inbound eRx Enabled: No ▼

VISN: (Required) 19

VA Station ID (Required): 436GH

Pharmacy Name (Internal): (Required) BILLINGS VA CBOC PHARMACY

Pharmacy Address Line 1: (Required) 1775 SPRING CREEK LANE

Pharmacy Address Line 2:

Pharmacy City: (Required) LEAVENWORTH

Pharmacy State: (Required) Kansas ▼

Figure 2-16: eRx Enabled Drop Down

4. At the bottom of the Edit Pharmacy screen, select **Update** to save all changes. The date that the fields were modified displays in the "Updated Date" field.

Pharmacist Last Name: Smith

Pharmacist Suffix: Sr. x

Enrollment and Eligibility Check Enabled: Yes ▼

Updated Date: (Read Only) 04/17/2018

Update

Figure 2-17: Update Pharmacy Information

Enable eRx

The pharmacy can be enabled once it is ready to receive eRx's again. To enable a pharmacy select **Yes** from the "Inbound eRx Enabled" drop down on the Edit Pharmacy screen and select the **Update** button.

Edit Pharmacy

Warning Message:
Any changes made on this screen will not update the Change Healthcare's published pharmacy directory.

[Return To Pharmacy Management](#)

Pharmacy Name (Published): (Required)

Inbound eRx Enabled:

VISN: (Required)

Figure 2-18: Enable/Disable Pharmacy

NOTE: If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider's EHR system to notify the provider that the pharmacy is not currently receiving eRx's.

Enrollment and Eligibility Check

The Enrollment and Eligibility (E&E) check may be enabled or disabled for individual pharmacies. This option is provided so each pharmacy may decide whether to turn the E&E check on or off depending on whether the patients whose eRx's are filled at the pharmacy are enrolled in the E&E system. For example, MbM does not currently have any patient enrolled with the E&E system.

To ensure the Enrollment and Eligibility Check is enabled for a pharmacy, select the desired pharmacy from the Pharmacy Management table and ensure **Yes** displays in the "Enrollment and Eligibility Check Enabled" field.

Pharmacist Last Name:

Pharmacist Suffix:

Enrollment and Eligibility Check Enabled:

Updated Date: (Read Only)

[Update](#)

Figure 2-19: Enrollment and Eligibility Check Enabled

If the Enrollment and Eligibility Check is not enabled for a pharmacy, the Patient Auto Check Status displays as "EandE_CHECK_NOT_PERFORMED" on the Track/Audit screen.

Track/Audit eRx

VISN: All VA Station ID: From Date: 5/1/2018 To Date: 5/5/2018

Message Type: NewRx Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: All Sent or Received: Received

Search Clear Export

Station ID	Pharmacy Name	Address	Relates to Message ID	Received Date	Patient AutoCheck Status	Provider AutoCheck Status	Drug AutoCheck Status	Message Status
984	WHITE RIVER JUNCTION VAMC PHAR	10000 BAY PINES BLVD Baltimore, VA 54123		2018-05-04 14:38:57.0	EandE_CHECK_NOT_PERFORMED	VISTAOP_PROVIDER_MATCH_FOUND	VISTAOP_DRUG_MATCH_NOT_FOUND	AUTOCHECK_PROCESSING_COMPLETED

Figure 2-20: Track/Audit – Enrollment and Eligibility Check Not Performed

Track/Audit

The Track/Audit screen allows users to search for eRx messages and track prescriptions and provides the ability to view and print the details of a prescription.

When the user initially enters the Track/Audit page, the default date range is two days (the current date and the previous date).

NOTE: If a user is not assigned to one of the MbM station IDs, that user cannot see any records related to MbM station IDs.

Searching for a Message

To search for a message:

1. Select the desired search criteria from the drop downs and enter search keywords in the text fields. The search criteria are listed in the table below.

Track/Audit eRx

VISN: All VA Station ID: From: 5/29/2018 To: 5/30/2018

Message Type: All Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient DOB: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: All Sent or Received: Sent

Search Clear Export

Figure 2-21: Track/Audit Search Criteria

Table 3: Track/Audit Search Criteria Descriptions

Search Field	Field Type	Description	Drop Down Options
VISN	Drop Down	VISN number that a VA pharmacy is associated with	All VISNs, each VISN number
VA Station ID	Text	Station ID of the VA pharmacy	N/A
From	Text or Calendar Drop Down	Beginning date. Choose From date for the date range search, select date from calendar or type date	N/A
To	Text or Calendar Drop Down	End date. Choose To date for a date range search; select the date from the calendar or enter a date in MM/DD/YYYY format	N/A
Message Type	Drop Down	Type of the NCPDP message type	All, CancelRx, CancelRxResponse, Error, NewRx, RefillResponse, RefillRequest, Status, Verify
Message ID	Text	Prescription message ID (generated by Change Healthcare for incoming eRx's)	N/A
Relates to Message ID	Text	To search for messages related to a Message ID	N/A
Patient SSN	Text	Patient Social Security Number	N/A
Patient Last Name	Text	Patient last name	N/A
Patient First Name	Text	Patient first name	N/A
Patient DOB	Text or Calendar Drop Down	Patient date of birth	Calendar/Enter DOB in MM/DD/YYYY format
Prescriber NPI	Text	Prescriber National Provider Identifier (NPI)	N/A
Prescribed Drug	Text	Drug prescribed from the eRx	N/A
Prescriber First Name	Text	First name of prescriber	N/A
Prescriber Last Name	Text	Last name of prescriber	N/A
Prescriber DEA #	Text	Drug Enforcement Administration (DEA) number of prescriber	N/A

Search Field	Field Type	Description	Drop Down Options
Message Status	Drop Down	Processing Hub message status	Auto-check Processing Completed, VistA OP Delivery Successful, VistA OP Delivery Retries Exceeded, Auto check in Progress, Pharmacy Inbound eRx Not Enabled, Pharmacy Unknown
eRx Reference #	Text	Unique, internal VA reference # assigned to all messages	N/A
Sent or Received	Drop Down	Select Sent (Outbound) or Received (Inbound) messages	Received, Sent

2. Select **Search** to execute the search.

Figure 2-22: Track/Audit eRx Search

The search results display in the table. The total number of records in the search results display at the bottom of the table.

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescriber DEA
34320	Error					289472919305715948			
34319	RefillResponse				LIP TAB 10MG	REFRES_20181107.001	EPRESCRIBER, ERX AUTOMATED	5132411013	
34318	Error					289472847061997280			

Number of Records: 13

Figure 2-23: Search Results

The Search Results fields and descriptions are listed in the table below.

Table 4: Search Results Fields & Descriptions

Field	Description
eRx Reference #	Unique, internal VA reference # assigned to all messages as a hyperlink
Message Type	Type of message
Patient Name	First and last name of the patient
Patient DOB	Date of birth for the patient
Patient SSN	Social security number of the patient
Drug Prescribed	Drug prescribed to the patient
Message Id	Identification of the message
Prescriber Name	First and last name of the prescriber
Prescriber NPI	National Provider Identifier for the prescriber
Prescriber DEA	Identifier assigned to prescriber by United States Drug Enforcement Administration
VISN	VISN that the VA pharmacy is associated with
Station ID	Station ID of the VA pharmacy
Pharmacy Name	Internal VA pharmacy name
Address	Address of VA pharmacy
Relates to Message ID	Lists message related to a particular Message ID as a hyperlink
Received Date	Date that the eRx was received by VA
Patient AutoCheck Status	Results of system patient auto-validation check
Provider AutoCheck Status	Results of system provider auto-validation check
Drug AutoCheck Status	Results of system drug auto-validation check
Message Status	Current status of the message

Export Search Results

From the **Track/Audit** tab, users have the capability of exporting the search results. Exports are in .CSV format and can be viewed in Microsoft Excel.

To export the search results:

1. Select the **Export** button.

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
34320	Error					289472919305715948			
34319	RefillResponse				LIP TAB 10MG	REFRES_20181107.001	EPRESCRIBER, ERX AUTOMATED	5132411013	

Figure 2-24: Export Search Results

A prompt displays asking to Open or Save the results.

2. Select **Open** to view the results.
3. To save the results, select **Save**. The system displays a Save As dialog. Users should navigate to a location on their system to save the file.

Do you want to open or save **TrackAudit.csv** from **vauserxappdev2.aac.va.gov?**

Figure 2-25: Track/Audit Export Prompt (after clicking Export buttons)

Inbound/Outbound Message Detail

Inbound/outbound message detail information is reviewed and managed under the **Track/Audit** tab.

To access the detail screen of a message, select the hyperlink in the “eRx Reference #” column.

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
34313	NewRx				Pataday 0.2% Ophthalmic Soluti	NewRx1_0710			
34306	NewRx				Wellbutrin XL 150 mg oral tabl	NewRx_JLewis_20180709_1			
34299	NewRx				CARAFATE 1 GRAM ORAL TABLET	NewRx2_0709			
34295	NewRx				METHYLPRE DNISOLONE	NewRx1_0709			

Number of Records: 1362

Figure 2-26: Track/Audit Grid View

The message details display. Each message detail screen includes the following buttons:

- **Return to Search:** Return to the search results screen.

- **Show Related Messages:** Displays all sent and received eRx messages that are related to the displayed message.
- **Print:** Print the eRx message details.

The screenshot shows the 'Track/Audit eRx' interface. At the top, there is a navigation bar with links: Home, Pharmacy Management, Track/Audit, Reports, User Management, and Help. Below this, the 'Track/Audit eRx' title is displayed. There are three buttons: 'Return to Search', 'Show Related Messages', and 'Print'. The main content area shows details for a 'NewRx' with the status 'VISTAOP_DELIVERY_SUCCESSFUL' and a 'Received Date' of '05/04/2018'. The 'PHARMACY' section lists 'Name: WHITE RIVER JUNCTION VAMC PHARMACY' and 'NCPDP ID: 1111119'. The 'PRESCRIBER' section lists 'First:', 'Mid:', 'Last:', and 'Address:'.

Figure 2-27: Message Details

If the **Show Related Messages** button is selected, any sent and received messages that are related to the current message display based on the Message ID linkage. For example, Related Messages for a Refill Response should, at minimum, display the related Refill Request and the New Rx for which the refill was requested. Related messages also include related Status, Verify, and/or Error Messages, if applicable. Related messages display in descending order of received date. The most recent message is at the top of the list, and the New Rx message is at the bottom. Select the eRx message number to view message details.

The screenshot shows the 'Track/Audit eRx' interface with the 'Show Related Messages' button selected. It displays a table of related messages for 'CancelRx: eRx Reference # - 34315'. The table has columns: eRx Reference #, Message Type, Patient Name, Patient DOB, Patient SSN, Drug Prescribed, Message Id, Prescriber Name, Prescriber NPI, and Prescriber DEA. The table lists four related messages: a CancelRx (34315), an Error (34314), a Verify (21917), and a NewRx (34313). The NewRx message is at the bottom of the list. A scroll bar is visible on the right side of the table. At the bottom, it says 'Number of Records: 8'.

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescriber DEA
34315	CancelRx				Pataday 0.2% Ophthalmic Soluti	CancelRx_NewRx1_0710			
34314	Error					289472830991521403			
21917	Verify					10894.36013.1799.3180710.143043			
34313	NewRx				Pataday 0.2% Ophthalmic Soluti	NewRx1_0710			

Figure 2-28: Related Messages

New Rx Message

The New Rx detail screen displays the new eRx from an external provider.

To access the New Rx detail screen, select the hyperlink in the “eRx Reference #” column.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message ID	Prescriber Name	Prescriber NPI	Prescribe DEA
34313	NewRx				Pataday 0.2% Ophthalmic Soluti	NewRx1_0710			
34306	NewRx				Wellbutrin XL 150 mg oral tabl	NewRx_JLewis_20180709_1			
34299	NewRx				CARAFATE 1 GRAM ORAL TABLET	NewRx2_0709			

Figure 2-29: eRx Reference # Hyperlink

The details of the New Rx message display.

Track/Audit eRx

NewRx Status: VISTAOP_DELIVERY_SUCCESSFUL Received Date: 05/04/2018

PHARMACY
Name: WHITE RIVER JUNCTION VAMC PHARMACY NCPDP ID:
Address:
Phone:

PRESCRIBER
First:
Mid.:
Last:
Address:
NPI:
Phone:
Agent:
DEA:
FAX:
State Lic:

PATIENT
First:
Mid.:
Last:
Address:
DOB:
Gender: M
SSN:

PRESCRIPTION
Drug Prescribed: LIPITOR TAB 10MG
NDC:
Quantity: 30
Potency Unit Cd: Tablet Dosing Unit
Drug Form:
Drug Strength:
Refills: 0
SIG: W
Orig Ref Num:
PON: CORE NEWRX 1
eRx Ref Num: 22296
Message ID: NewRx_AP_0504_RJ
Rel to Msg ID:
Dispense Notes: 0 = No Product Selection Indicated
Comments:
Plan ID:
RxBIN#:
RxGRP:
RxPCN:
Days Supply:
Date Written: 05/02/2018

Figure 2-30: Track/Audit Detail Screen for New Rx Message Type

NOTE: ‘Dispense Notes’ label is now replaced by ‘Substitutions’.

Refill Request

Refill Request Message details can be viewed under the **Track/Audit** tab.

Track/Audit eRx

VISN: VA Station ID: From Date: 5/1/2018 To Date: 7/12/2018

Message Type: RefillRequest Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: All Sent or Received: Sent

Search Clear Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
3320	RefillRequest				BUPROPION 75MG TAB	442.520824681.881.3180706.102318			MV228
3319	RefillRequest				BUPROPION 75MG TAB	442.520824681.881.3180706.102318			MV228
3318	RefillRequest				METHYLPRE DNISOLONE ACETATE	442.217.4924.3180711.1434			BE943

Figure 2-31: Refill Request Search and Search Results

Select an eRx Reference number to display the Refill Request message detail screen.

RefillRequest Status: OB_MSG_SEND_COMPLETED Received Date: 07/11/2018

PHARMACY

Name: CHEYENNE VAMC Pharmacy
 Address: 2360 E. PERSHING BLVD
 LEAVENWORTH, KS 660481065
 Phone: (555) 555-5555

NCPDP ID: 1111127

PRESCRIBER

First:
 Mid.:
 Last:
 Address:
 NPI:
 Phone:
 Agent:
 DEA:
 State Lic:

PATIENT

First:
 Mid.:
 Last:
 Address:
 DOB:
 SSN:
 Gender: F

PRESCRIPTION

Drug Prescribed: BUPROPION 75MG TAB
 NDC: 60505015809
 Quantity: 60
 Potency Unit Cd: Tablet Dosing Unit
 Drug Form: Tablet Dosage Form
 Drug Strength: 1 Milligram
 Refills: 1
 SIG: TAKE 1 TABLET TWICE A DAILY
 Orig Ref Num: 4409
 PON:
 eRx Ref Num: 3320
 Message ID: 442.520824681.881.3180706.102318
 Rel to Msg ID: refillrequestAL
 Dispense Notes: 1 = Substitution Not Allowed by Prescriber
 Comments: MAY CAUSE DIZZINESS
 Plan ID:
 RxBIN#:
 RxGRP:
 RxPCN:

Days Supply: 30 Date Written: 07/11/2018

MEDICATION DISPENSED

Drug Dispensed: BUPROPION HCL 75MG TAB
 NDC: 00378043301
 Quantity: 60
 Potency Unit Cd: Unspecified
 Drug Form:
 Drug Strength: 1
 Refills: 1
 SIG: TAKE ONE TABLET BY MOUTH ONCE DAILY FOR 30 DAYS
 Dispense Notes: 1 = Substitution Not Allowed by Prescriber
 Comments:

Days Supply: 30 Date Written: 07/11/2018

Figure 2-32: Refill Request Details Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Refill Response

Refill Response Message details can be viewed under the **Track/Audit** tab.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

Search Clear Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
8318	RefillResponse				CLONAZEPAM 1MG TAB	1NewRx_07102018_First			AD123
8313	RefillResponse				PREDNISONE 10MG TAB	Resp			AD123

Figure 2-33: Refill Response Search and Search Results

Select an eRx Reference number to display the Refill Request message detail screen.

RefillResponse Status: VISTAOP_DELIVERY_SUCCESSFUL Received Date: 07/06/2018

PHARMACY

Name: CHEYENNE VAMC Pharmacy
Address: 2360 E. PERSHING BLVD
LEAVENWORTH, KS 660481065
Phone: (555) 555-5555

PRESCRIBER

First:
Mid.:
Last:
Address:

NPI: FAX:
Phone:
Agent:
DEA: State Lic:

PATIENT

First:
Mid.:
Last:
Address:

DOB: SSN:
Gender: F

PRESCRIPTION

Drug Prescribed: BUPROPION 75MG TAB
NDC: 60505015809
Quantity: 60
Potency Unit Cd: Tablet Dosing Unit
Drug Form: Tablet Dosage Form
Drug Strength: 1 Milligram
Refills: 1
SIG: TAKE 1 TABLET TWICE A DAILY
Orig Ref Num: 4409
PON: NEWRX 1234
eRx Ref Num: 8268
Message ID: testresponsealeena
Rel to Msg ID: 442.520824681.881.3180706.102318
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments: MAY CAUSE DIZZINESS

Plan ID: RxGRP:
RxPCN:

MEDICATION DISPENSED

Drug Dispensed: BUPROPION HCL 75MG TAB
NDC: 00378043301
Quantity: 60
Potency Unit Cd: Unspecified
Drug Form:
Drug Strength: 1
Refills: 1
SIG: TAKE ONE TABLET BY MOUTH ONCE DAILY FOR 30 DAYS
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments:

Days Supply: 30 Date Written: 07/06/2018

Days Supply: 30 Date Written: 07/06/2018

Figure 2-34: Refill Response Detail Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Cancel Rx

The Inbound Cancel Rx Request message details can be viewed under the **Track/Audit** tab.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
34315	CancelRx				Pataday 0.2% Ophthalmic Soluti	CancelRx_NewRx1_0710			
34310	CancelRx				CARAFATE 1 GRAM ORAL TABLET	CancelRx_NewRx2_0709			
34296	CancelRx				METHYLPRE DNISOLONE ACETATE 40M	CancelRx_NewRx1_0709			

Figure 2-35: Cancel Rx Search and Search Results

Select an eRx Reference number to display the Cancel Rx detail screen.

CancelRx Status: VISTAOP_DELIVERY_SUCCESSFUL Received Date: 07/11/2018

PHARMACY

Name: CHEYENNE VAMC Pharmacy NCPDP ID: 1111127
Address: 2360 E. PERSHING BLVD
LEAVENWORTH, KS 660481065
Phone: (555) 555-5555

PRESCRIBER

First:
Mid.:
Last:
Address:
NPI: FAX:
Phone:
Agent:
DEA: State Lic:

PATIENT

First:
Mid.:
Last:
Address:
DOB: SSN:
Gender: F

PRESCRIPTION

Drug Prescribed: CLONAZEPAM 1MG TAB
NDC: 603294921
Quantity: 60
Potency Unit Cd: Tablet Dosing Unit
Drug Form: Tablet Dosage Form
Drug Strength: 1 Milligram
Refills: 0
SIG: TAKE 1 TABLET TWICE A DAILY
Orig Ref Num:
PON: NEWRX 1234
eRx Ref Num: 8443
Message ID: Can_4NewRx_07112018
Rel to Msg ID: 4NewRx_07112018
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments: MAY CAUSE DIZZINESS
Plan ID: RxGRP:
RxBIN#: RxPCN:

REQUEST

Chg Rx Stat Flg:
REQUEST
Chg Req Type:
Req Ref Num:

Days Supply: 30 Date Written: 06/25/2018

Figure 2-36: Cancel Rx Detail Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Cancel Rx Response

The Cancel Rx Response message details can be displayed under the **Track/Audit** tab.

Track/Audit eRx

VISN:
All

VA Station ID:

From Date:
5/1/2018

To Date:
7/12/2018

Message Type:
CancelRxResponse

Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Message Status:
All

Sent or Received:
Sent

Search

Clear

Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
3192	CancelRxResponse					11103.520824647.4947.3180 711.130423			
3189	CancelRxResponse					11103.520824647.4941.3180 711.124758			
3185	CancelRxResponse					11103.520824647.4933.3180 711.11554			
3173	CancelRxResponse					CAN RESP1NewRx_07102018			
3171	CancelRxResponse					CAN RESP1NewRx_07102018			

Figure 2-37: Cancel Rx Response Search and Search Results

The Cancel Rx Response detail screen displays.

CancelRxResponse		Status:	OB_MSG_SEND_COMPLETED	Received Date:	07/11/2018
PHARMACY					
Name:			NCPDP ID:	1111127	
Address:					
Phone:					
PRESCRIBER					
First:					
Mid.:					
Last:					
Address:					
NPI:			FAX:		
Phone:					
Agent:					
DEA:			State Lic:		
PATIENT					
First:					
Mid.:					
Last:					
Address:					
DOB:					
		SSN:			
		Gender:			
PRESCRIPTION					
Drug Prescribed:					
NDC:					
Quantity:					
Potency Unit Cd:			Days Supply:	Date Written:	
Drug Form:					
Drug Strength:					
Refills:					
SIG:					
Orig Ref Num:	8443				
PON:	NEWRX 1234				
eRx Ref Num:	3192				
Message ID:	11103.520824647.4947.3180711.130423				
Rel to Msg ID:	Can_4NewRx_07112018				
Dispense Notes:					
Comments:					
Plan ID:			RxGRP:		
RxBIN#:			RxPCN:		
RESPONSE					
Status:	Approved				
Reason Code:					
Reason:					
Note:	First Fill: 7/11/18, Last Fill: 7/11/18, Refills Remaining: 0				
Resp Ref Num:					
REQUEST					
Chg Req Type:					
Req Ref Num:					

Figure 2-38: Cancel Rx Response Detail Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Error Messages

At multiple points in the process, an Error transaction can be generated. Outbound Error Messages are sent when an eRx record that is NCPDP corrupted is received, when the receiving Pharmacy is not one of the VA pharmacies configured in the Inbound eRx system, or when an eRx record with a Written or Effective Date older than or equal to 365 days is received. A Reject transaction exercised by a Pharmacy user in the VistA Holding Queue is also sent outbound in the same format as an NCPDP Error Message.

Inbound Errors for VistA may be received under situations such as, the Prescriber's EHR system is unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

To access the Error message detail screen, select the hyperlink in the "eRx Reference #" column.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
3178	Error					07102018.13.44.011.02004665149			
3162	Error					07102018.10.40.022.01654239805			
3161	Error					07102018.10.35.021.00861697777			
3157	Error					07092018.15.44.030.00600023233			
3113	Error					07062018.14.30.036.00905877222			

Figure 2-39: Error Message Search and Search Results

The Error message detail screen displays the error message details sent and received by the Processing Hub.

Track/Audit eRx

Error - (Sent) Status: OB_MSG_SEND_COMPLETED Received Date: 07/10/2018

PHARMACY

NCPDP ID: 1111127

PRESCRIBER

NPI/Clinic ID: 5132411010001

PRESCRIPTION

Message ID: 07102018.13.44.011.02004665149

Rel to Msg ID: CAN 1NewRx_07102018

CODES and DESCRIPTION

Code: 600

Desc Code: 001

Description:

REQUEST

Chg Req Type:

Req Ref Num:

Figure 2-40: Error Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 24: Remove Reason Codes (New Rx Message Only) in Appendix B.

Verify Messages

The Verify message confirms delivery of a message to its final destination. The Verify message is an NCPDP transaction that indicates the acceptance of the request. This message is used to communicate the data content status of a transaction. Verify Messages sent from VistA or the Transaction Hub are Outbound Verify Messages. Verify Messages received from Change Healthcare and/or an External Provider's EHR system are Inbound Verify Messages.

To access the Verify message detail screen, select the hyperlink in the "eRx Reference #" column.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
3321	Verify					11103.520824687.1564.3180 712.102044			
3220	Verify					11103.520824645.4924.3180 711.134215			
3214	Verify					11103.520824645.4925.3180 711.13394			
3204	Verify					11103.520824645.4926.3180 711.133423			

Figure 2-41: Verify Message Search and Search Results

The Verify message detail screen displays the verify message details sent by the Processing Hub.

Track/Audit eRx

Verify - (Sent) Status: OB_MSG_SEND_COMPLETED Received Date: 07/11/2018

PHARMACY

NCPDP ID: 1111127

PRESCRIBER

NPI/Clinic ID: 5132411010001

PRESCRIPTION

Message ID: 11103.520824645.4924.3180711.134215

Rel to Msg ID: NewRx_JLewis_20180711_93

CODES and DESCRIPTION

Code: 010

Desc Code:

Description: Accepted By Pharmacy.

REQUEST

Chg Req Type:

Req Ref Num:

Figure 2-42: Verify Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 25: NCPDP Error Codes in Appendix C.

Status Messages

The Status message is used to relay acceptance of a transaction back to the sender. The Status message is an NCPDP transaction that indicates the acceptance of the request. For Inbound eRx web-based application, Inbound Status messages are received from Change Healthcare and Outbound Status messages are sent from the Transaction Hub.

To access the Status message detail screen, select the hyperlink in the “eRx Reference #” column.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Message Status: Sent or Received:

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
9668	Status					289472921834881409			
9665	Status					289472921810764158			
9664	Status					289472921807618429			
9663	Status					289472921793986940			
9661	Status					289472921780255440			

Figure 2-43: Status Message Search and Search Results

The Status message detail screen displays the status message details received by the Processing Hub.

Track/Audit eRx

Status - (Sent) Status: **AUTOCHECK_PROCESSING_COMPLETED** Received Date: 07/11/2018

PHARMACY
NCPDP ID: 1111127

PRESCRIBER
NPI/Clinic ID: 5132411010001

PRESCRIPTION
Message ID: 289472921810764158
Rel to Msg ID: 442.217.4924.3180711.143415

CODES and DESCRIPTION
Code: 000
Desc Code:
Description: ERX605 FAX QUEUED/EN ROUTE

REQUEST
Chg Req Type:
Req Ref Num:

Figure 2-44: Status Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 25: NCPDP Error Codes in Appendix C.

Reports

The **Reports** tab is used to generate high-level reports. From the **Reports** tab, users can generate, view, and export the following reports:

- [Summary Report New Rx Only](#)
- [Auto Check Details Report](#)
- [Reject Reasons Report](#)

- [eRx Summary Report](#)

When the user initially views any of the Reports pages, the default date range is two days (the current date and the previous date).

NOTE: The **Station ID** drop-down list was redesigned to display and select **ALL** stations only when **ALL** is selected from the **VISN** drop-down.

However, when a user selects a specific **VISN** number, the **Station ID** list will populate all the station numbers that match the **VISN** number.

Summary Report New Rx Only

The Summary Report – New Rx Only provides a summary of eRx auto-validation checks for only new Rx's. To run a New Rx Summary Report:

1. From the Reports screen, select **Summary Report New Rx Only** from the “Select Report” drop down.



Figure 2-45: Summary Report New Rx Only Drop Down Selection

2. Select the desired **VISN** from the “**VISN**” drop down. The drop down contains each **VISN** number as well as an **ALL** selection to select all **VISNs**.
3. To narrow the search by **VA Station ID**, select the **Station ID** for the report.
4. Select the date range from the **Calendar** drop down for the report or enter a date using the **MM/DD/YYYY** format.
5. Select the **Run Report** button to generate the report.

The Summary Report New Rx Only displays.

Reports									
Select Report: Summary Report New Rx Only ▼									
VISN: All ▼ Station ID: All ▼ From Date: 3/1/2018 To Date: 7/12/2018 Run Report Clear Export									
VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Pharmacy Disabled	#Rejected at Hub	#Passed	
4	529	3964295	BUTLER VAMC PHARMACY	325 NEWCASTLE ROAD LEBANON, PA 17042-3005	17	0	17	0	
1	500	1111114	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	5	0	0	0	
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD LAS VA, VA 99999-9999	1,382	0	25	0	
Totals >>>					1,404	0	42	0	
Number of Records: 3									
Report as of: Thu Jul 12 2018 14:41									

Figure 2-46: New Rx Summary Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the web application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The New Rx Only Summary Report fields are described in the table below.

Table 5: New Rx Only Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
Address	Pharmacy Address
#New Rx	Number of New eRx,s
#Pharmacy Disabled	Number of Pharmacy Disabled errors
#Rejected at Hub	Number of eRx,s rejected at the Processing Hub
#Passed Auto check	Number of eRx,s that passed auto check criteria
#Failed Auto check	Sum of eRx,s that failed Patient, Provider, and Drug Auto checks
#Rejected by Pharmacy	Number of eRx,s rejected by the pharmacy
#Rx Filled	Number of RxFill messages received by the Processing Hub from VistA
#Accepted by Pharmacy	Number of eRx,s that have been accepted by the Pharmacy into VistA Pending/Outpatient

Auto Check Details Report

The Auto Check Details Report provides details of the auto-checks performed by the hub side. To run an Auto Check Details Report:

1. From the Reports screen, select **Auto Check Details Report** from the “Select Report” drop down.

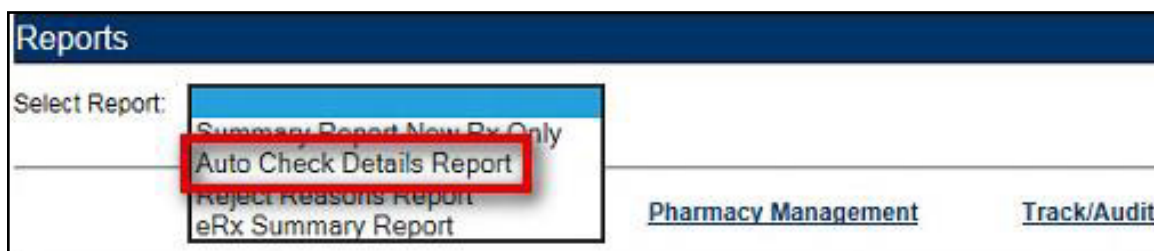


Figure 2-47: Auto Check Details Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
5. Select the **Run Report** button to generate the report.

The Auto Check Details Report displays.

VISN	VA Station ID	NCPDP ID	Pharmacy Name	#New Rx	#Passed Autocheck	#Failed Autocheck	#MVI Patient Found	#
4	529	3964295	BUTLER VAMC PHARMACY	17	0	0	0	0
1	500	1111114	PREMV - 3.0 DEV	5	0	5	1	4
1	984	1111119	PREMV Birmingham Longer than Thirty	1,382	0	1,357	1,143	2
Totals >>>				1,404	0	1,362	1,144	2

Number of Records: 3
Report as of: Thu Jul 12 2018 14:44

Figure 2-48: Auto Check Details Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The Auto Check Details Report fields are described in the table below.

Table 6: Auto Check Details Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eRx's
#Passed Auto check	Number of eRx's that passed auto check criteria

Field	Description
#Failed Auto check	Sum of eRx's that failed Patient, Provider, and Drug Auto checks
#MVI Patient Found	Number of eRx's in which the MVI Patient Found auto check passed
#MVI Patient Not Found	Number of eRx's in which the MVI Patient was Not Found, therefore auto check failed
#E&E Enrolled/Eligible	Number of eRx's in which E&E Enrolled/Eligible auto check passed
#E&E Not Enrolled/Eligible	Number of eRx's in which the Patient was Not E&E Enrolled/Eligible, therefore auto check failed
#Patient Not Enrolled at Site	Number of eRx's in which the Patient was Not Enrolled at the Site, therefore auto check failed
#Drug Match Found	Number of eRx's in which a Drug Match was Found, therefore auto check passed
#Drug Match Failed	Number of eRx's in which the Drug Match Failed, therefore auto check failed
#Provider Match Found	Number of eRx's in which a Provider Match was Found, therefore auto check passed
#Provider Match Failed	Number of eRx's in which the Provider Match Failed, therefore auto check failed


Reject Reasons Report

The Reject Reasons Report provides details of eRx Rejections. To run a Reject Reasons Report:

1. From the Reports screen, select **Reject Reasons Report** from the “Select Report” drop down.



Figure 2-49: Reject Reasons Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
 3. To narrow the search by VA Station ID, select the Station ID for the report.
 4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
-  Select the **Run Report** button to generate the report.

The Reject Reasons Report displays.

VISN	VA Station ID	NCPDP ID	Pharmacy Name	#New Rx	#Accepted by Pharmacy	#Rejected by Pharmacy	#Patient Not Eligible	#
4	529	3964295	BUTLER VAMC PHARMACY	108	111	0	0	0
1	500	1111114	PREMV - 3.0 DEV	11	32	1	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	1,568	351	38	8	3
Totals >>>				1,687	494	39	8	3

Number of Records: 3
Report as of: Fri Aug 17 2018 14:02

Figure 2-50: Reject Reasons Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The Reject Reason Report fields are described in the table below.

Table 7: Reject Reason Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eRx's
#Accepted by Pharmacy	Number of Inbound messages – (minus) number of failures and rejections – (minus) number filled
#Rejected by Pharmacy	Number eRx's rejected by the pharmacy
#Patient Not Eligible	Number of Patient Not Eligible rejections
#Cannot Resolve Patient	Number of Cannot Resolve Patient rejections
#Provider Not Eligible	Number of Provider Not Eligible rejections
#Cannot Resolve Provider	Number of Cannot Resolve Provider rejections
#Not Eligible for Refills	Number of Drug Not Eligible for Refills rejections

Field	Description
#Non Formulary	Number of Non Formulary rejections
#Duplicate Rx	Number of rejections due to duplicate Rx
#Invalid Qty	Number of rejections due to an Invalid Quantity entered
#Duplicate Therapy Class	Number of rejections due to Duplicate Therapy Class
#CS Not Allowed	Number of rejections due to CS Not Allowed
#Contact Pharmacy (ERR01)	Multiple errors, please contact the pharmacy
#Incorrect Pharmacy	Number of rejections due to Incorrect Pharmacy
#Contact Pharmacy (ERR03)	Incorrect Pharmacy


eRx Summary Report

The eRx Summary Report provides a summary of eRx auto-validation checks. To run an eRx Summary Report:

1. From the Reports screen, select **eRx Summary Report** from the “Select Report” drop down.



Figure 2-51: eRx Summary Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
 3. To narrow the search by VA Station ID, select the Station ID for the report.
 4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
-  Select the **Run Report** button to generate the report.

The eRx Summary Report displays.

VISN	VA Station ID	NCPDP ID	Pharmacy Name	#New Rx	#Refill Request	#Refill Response	#Rx Change Request	#
4	529	3964295	BUTLER VAMC PHARMACY	17	0	0	0	0
1	500	1111114	PREMV - 3.0 DEV	5	10	5	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	1,382	46	64	2	0
Totals >>>				1,404	56	69	2	0

Number of Records: 3
Report as of: Thu Jul 12 2018 14:51

Figure 2-52: eRx Summary Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The eRx Summary Report fields are described in the table below.

Table 8: eRx Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eRx's
#Refill Request	Number of refill requests
#Refill Response	Number of refill responses
#Rx Change Request	Number of changed Rx requests
#Rx Change Response	Number of changed Rx responses
#Rx Cancel Request	Number of cancelled Rx requests
#Cancel Rx Response	Number of cancelled Rx responses
#RxFill	Number of RxFill messages received by the Processing Hub from VistA

Export Reports

From the **Reports** tab, users may export a report to a .CSV format.

To Export a report:

1. Select the **Export** button.

VISN: All

Station ID: All

From Date: 3/1/2018

To Date: 7/12/2018

Run Report

Clear

Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Pharmacy Disabled	#Rejected at Hub	#Passed
4	529	3964295	BUTLER VAMC PHARMACY	325 NEWCASTLE ROAD LEBANON, PA 17042-3005	17	0	17	0
1	500	1111114	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	5	0	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD LAS VA, VA 99999-9999	1,382	0	25	0

Figure 2-53: Export Report buttons

A prompt displays asking to Open or Save the report.

2. Select **Open** to view the report.
3. To save the report, select **Save**. The system displays a Save As dialog. Navigate to a location on your system to save the file.

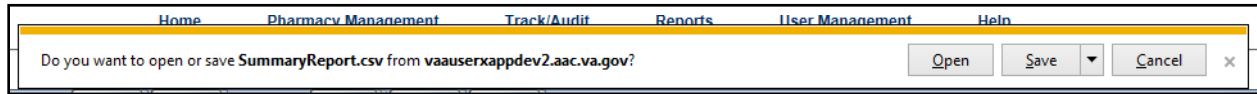


Figure 2-54: Summary Report Export Prompt (after clicking Export button)

User Management

The User Management screen allows Administrators to add new users to one or more sites (Station ID), enable users, disable users, modify user roles and existing user records by assigning them to one or more sites. This screen will only display for users with Administrator access.

The User Management screen currently displays the list of all users that are added to this system along with their roles and privileges. Please note the user list is currently sorted by First Name.

Add New User

System Administrators have the ability to add new users from the User Management screen. To add a new user:

1. Enter the new user's User ID, First Name, and Last Name.

Figure 2-55: Add User - User ID, First Name, Last Name

2. Select the new user's role(s). Multiple roles may be selected by holding <Ctrl> while selecting more than one role.

Add User:

User ID: (Required)

First Name:

Last Name:

User Roles: Pharmacy Manager
PBM Admin
Pharmacy User
Administrator

Station ID:

Please note: You can add new user and update existing users at the same time.

Figure 2-56: Add User - Select User Roles

3. Select the Station ID(s) for the user to have access to. Use the drop down menu to display the Station ID selection.

Last Name:

User Roles: Pharmacy Manager
PBM Admin
Pharmacy User
Administrator

Station ID: PharmacyOne - 1510
testtwo Pharmacy - 1512
Test Pharma10 - 1520
TestPharmaten - 185
PHARMACYNAMEINTERNALPHARMACYNAMEINT - 234567777
LTTAPs - 292C
test200 - 324
www - 333333333

Selected Stations IDs: (Required)

Figure 2-57: Add User – Select Station ID

4. Select the **Add** button to add the selected Station ID to the “Selected Station IDs” box. To remove Station IDs from the “Selected Station IDs” box, select the **Remove** button.

Add User:

User ID: (Required)

First Name:

Last Name:

User Roles: Pharmacy Manager
PBM Admin
Pharmacy User
Administrator

Station ID: TOGUS VAMC PHARMACY - 402

Please note: You can add new user and update existing users at the same time.

Figure 2-58: Add User – Add and Remove Station ID

When a user is assigned to a Station ID, they are only able to see other users and information within that Station ID. For example, in the User Management table they will only see users also assigned to that Station ID and under Pharmacy Management, they will only see information for pharmacies within that Station ID.

If “All” is selected from the “Station ID” field and added to the “Selected Station IDs” box, the user will have access to all Station IDs. Additional Station ID values cannot be added if “All” has been selected. If a user attempts to add additional values an error message will display.

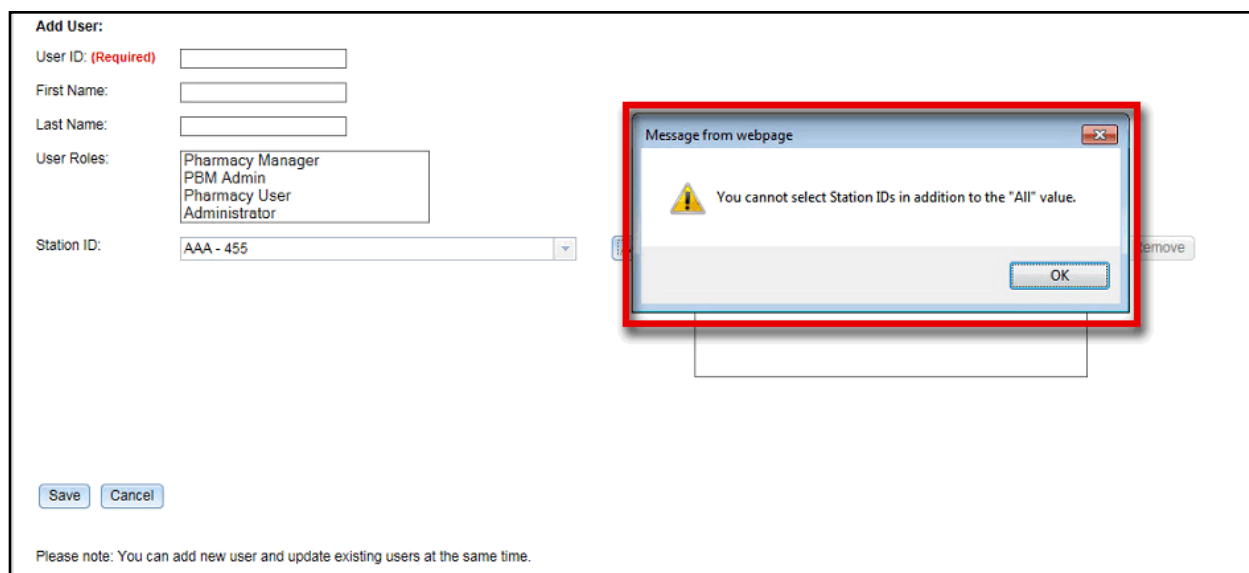


Figure 2-59: All Selection Error Message

5. Select **Save** to add the new user to the users list. To cancel adding a new user, select **Cancel**.

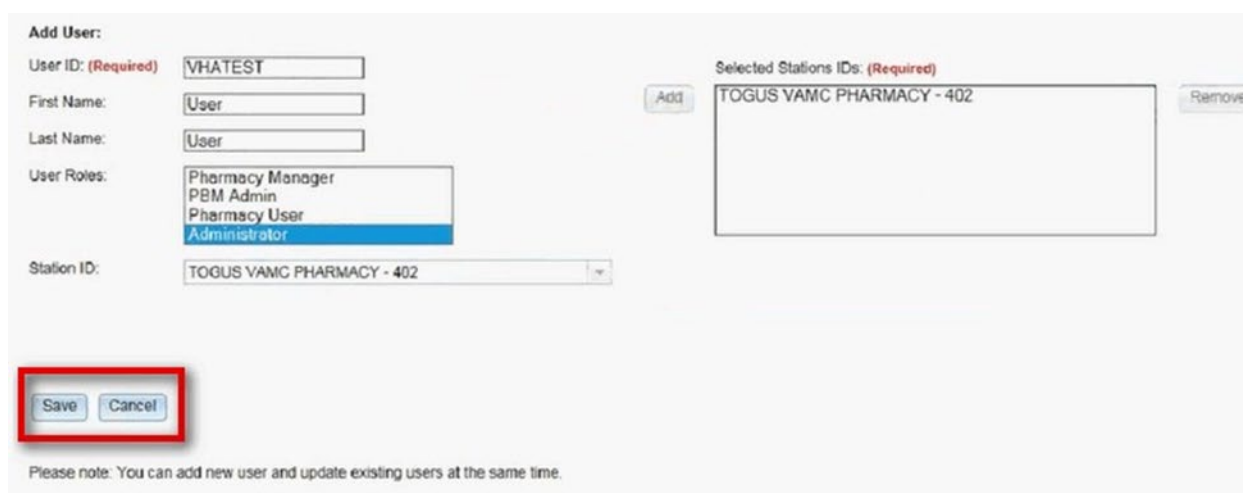


Figure 2-60: Add User - Save and Cancel

Modify User Roles

System Administrators have the ability to modify user roles from the User Management screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy User
- Administrator

For further information on user roles and capabilities, please refer to the Roles and Capabilities section of this guide.

To modify user roles:

1. From the users list, locate the user and select the checkbox(es) for the desired user role(s).

Users								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-61: Select User Roles

2. Select **Save** at the bottom of the screen.

A message displays indicating that the user was updated successfully.

The Administrator may also select **Cancel** to cancel modifying user roles.

NOTE: 'Users' screen/page title is now replaced by 'User Management'.

Enable/Disable Users

Users can be disabled and/or re-enabled to use the web application. To update a user's access to the application, locate the user in the User Management table and select the checkmark in the **Enable/Disable** column. Select **Save** from the bottom of the screen to update the user's access.

Users								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-62: User Management Table – Enable/Disable User

NOTE: 'Users' screen/page title is now replaced by 'User Management'.

When a user is disabled, their information is greyed in the User Management table. To modify the user's access again, select the checkbox in the **Enable/Disable** column again.

Users								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402,437,500,501...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>				402,437...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-63: User Disabled

NOTE: ‘Users’ screen/page title is now replaced by ‘User Management’.

If a user that has been disabled attempts to log in to the application, they will receive an error message.

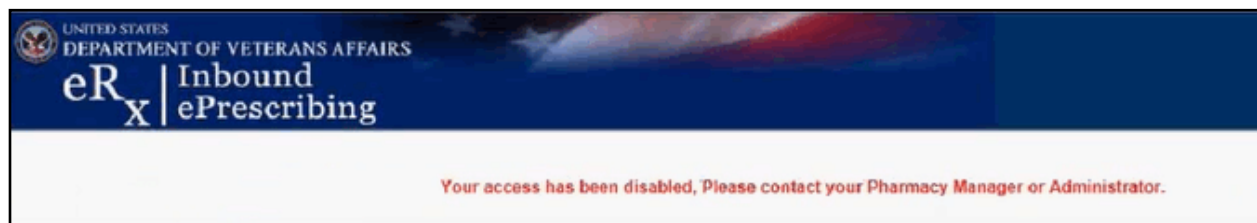


Figure 2-64: User Disabled Error Message